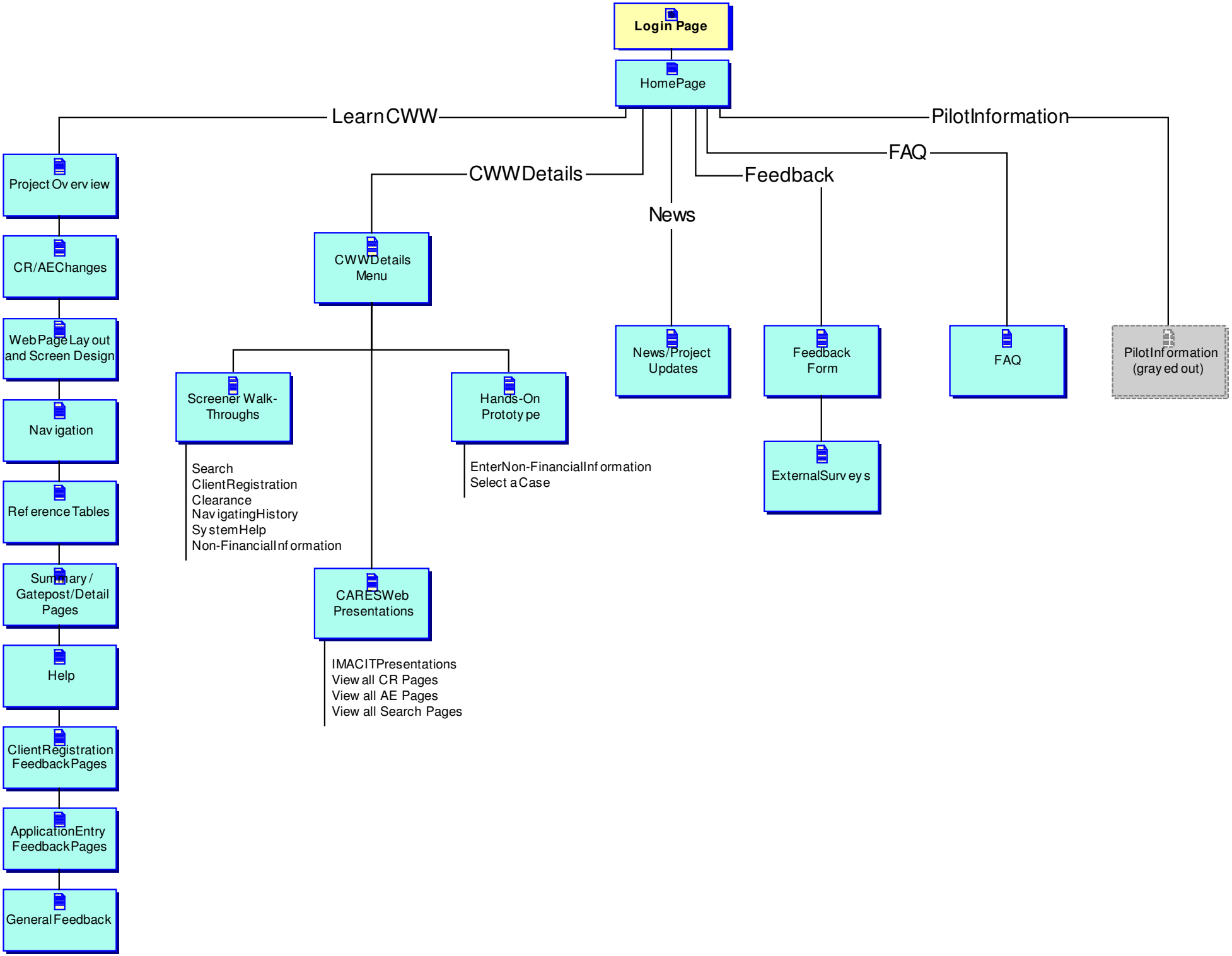
CARES Worker Web

End User Feedback Web Site DRAFT

IMAC IT – 04.08.04


Login Page
HomePage
Learn CWW
CWW Details
News
Feedback
FAQ
Pilot Information
Project Overview
CR/AE Changes
Web Page Layout and Screen Design
Navigation
Reference Tables
Summary / Gatepost/Detail Pages
Help
Client Registration Feedback Pages
Application Entry Feedback Pages
General Feedback
CWW Details Menu
Screener Walk-Throughs
Search
Client Registration
Clearance
Navigating History
System Help
Non-Financial Information
Hands-On Prototype
Enter Non-Financial Information
Select a Case
CARES Web Presentations
IMACIT Presentations
View all CR Pages
View all AE Pages
View all Search Pages
News/Project Updates
Feedback Form
External Surveys
FAQ
Pilot Information (grayed out)

CARES Worker Web - Information and Feedback Site

This website contains an overview of the CARES Worker Web, including examples of the actual web pages, forms for providing feedback, etc. Please take the time to learn more about and offer feedback on the new CARES Worker Web application, scheduled for Production in November of 2004!

Login

If you have already registered, please login below:

Email: [ ] Go

Register

If you have not registered yet, please fill out the form below:

Name: [ ]

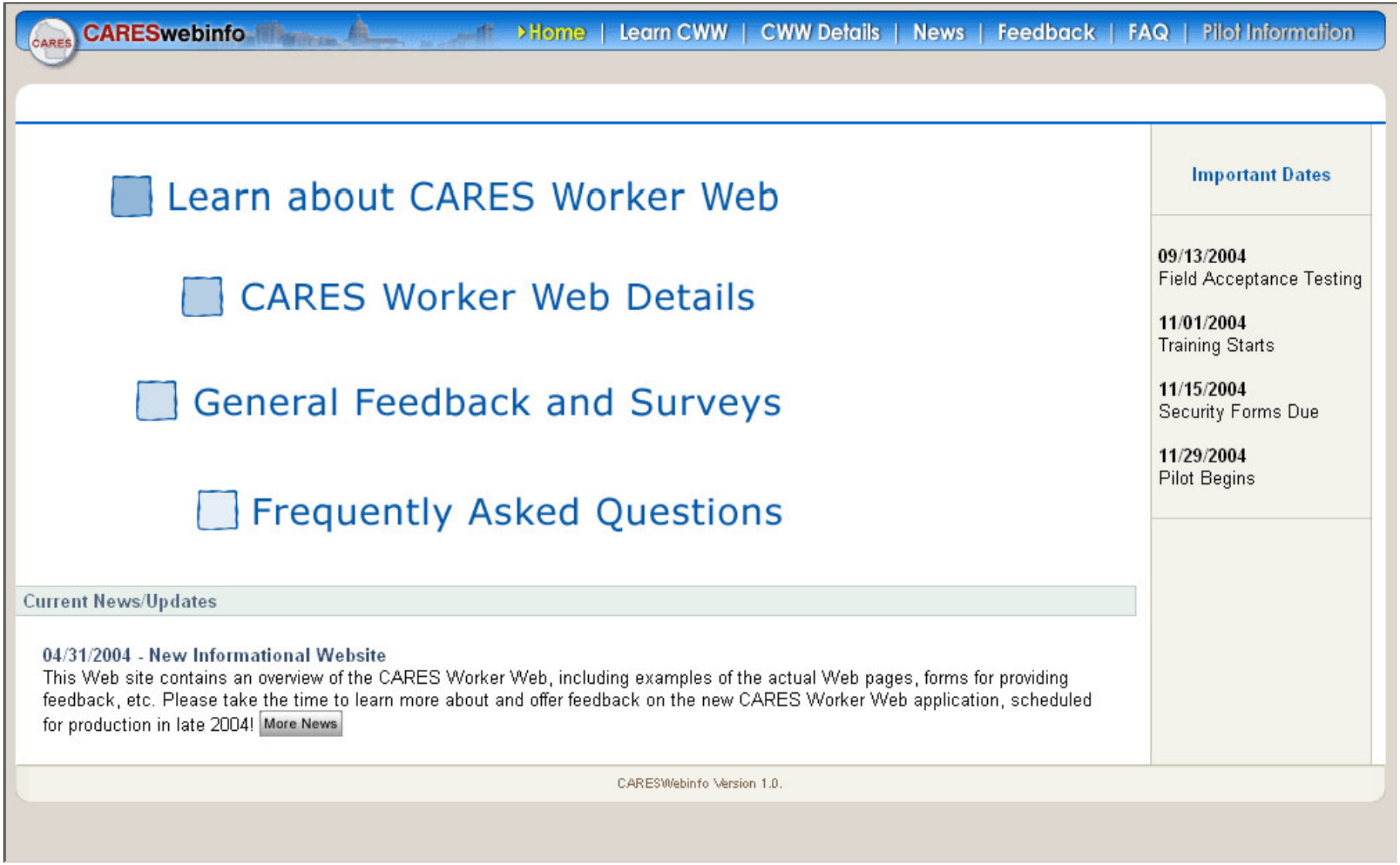
Email: [ ]

Office Number: [ ] (If you know it)

Office Location: [Madison County ▼]

Job Function: [Supervisor ▼]

Go


CARESwebinfo
Home | Learn CWW | CWW Details | News | Feedback | FAQ | Pilot Information
Learn about CARES Worker Web
CARES Worker Web Details
General Feedback and Surveys
Frequently Asked Questions
Important Dates
09/13/2004
Field Acceptance Testing
11/01/2004
Training Starts
11/15/2004
Security Forms Due
11/29/2004
Pilot Begins
Current News/Updates
04/31/2004 - New Informational Website
This Web site contains an overview of the CARES Worker Web, including examples of the actual Web pages, forms for providing feedback, etc. Please take the time to learn more about and offer feedback on the new CARES Worker Web application, scheduled for production in late 2004!
More News
CARESWebinfo Version 1.0.

Learn Cares Worker Web

The Web Site Overview

The Learn CWW is designed to guide you through an overview of the CARES Worker Web application. Please navigate through all pages in this section by clicking the Next button in the bottom right corner. Once you have completed this overview you can get more details, including live walk-throughs of the application by clicking on the CWW details link on the menu at the top of the page.

The Learn CWW section is divided into the following:

- Project Overview
- Client Registration & Application Entry Changes
- Web Page Layout and Screen Design
- Navigation
- Reference Tables
- Summary/Gatepost/Detail Pages
- Help
- Client Registration Pages & Feedback
- Application Entry Pages & Feedback
- General Feedback

Next

Learn Cares Worker Web

Project Overview

CARES Worker Web is an initiative to move CARES to the Web. The first project, scheduled for late 2004, will include Client Registration and Application Entry functionality (up to eligibility determination). The new system is intended to make the job of CARES users easier by:

- Providing more intelligence around how data is collected and processed

  The data collected for an individual or household will be based on the information already provided. For example, if Child Care is the only program requested, the Asset gatepost page won't be scheduled as part of the driver flow. Within each page, the data elements that are required will also be based on program request and previously entered demographic information. For example, certain Alien information will be required for Medicaid, but not Food Stamps.

- Providing a system that is easier to learn and use

  The new system will be designed to be intuitive and easy to use. CARES users will no longer be required to know parameters, TRANs, and other codes.

What Is Part of CARES Worker Web?

- Client Registration
- Application Entry
- Data Exchange
- Viewing Reference Tables
- Help
- Advanced Search Capabilities
- Query Capabilities

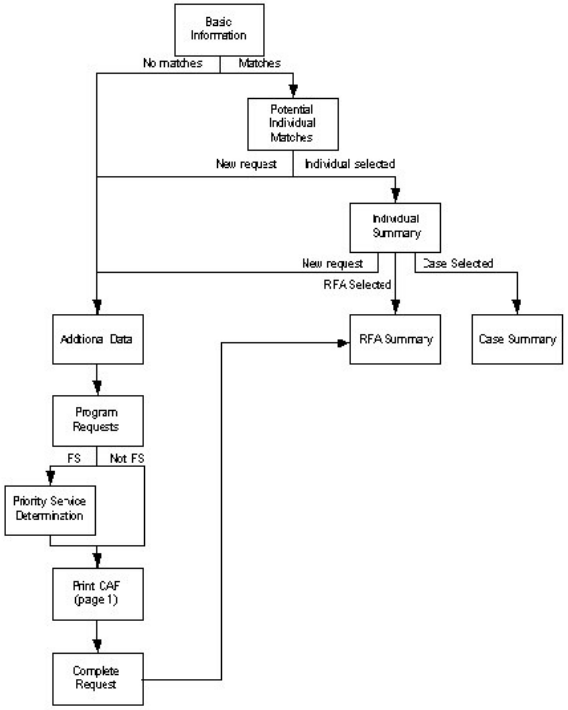
Previous Next

Application Details - Client Registration & Application Entry Changes

The primary purposes of Client Registration are to gather basic household and demographic information, identify whether the individual may already be known to CARES, identify priority service cases, track all Requests For Assistance (RFA), collect program requests, and print the first page of the Combined Application Form (CAF). With that in mind, CARES Worker Web has modified the Client Registration process to provide:

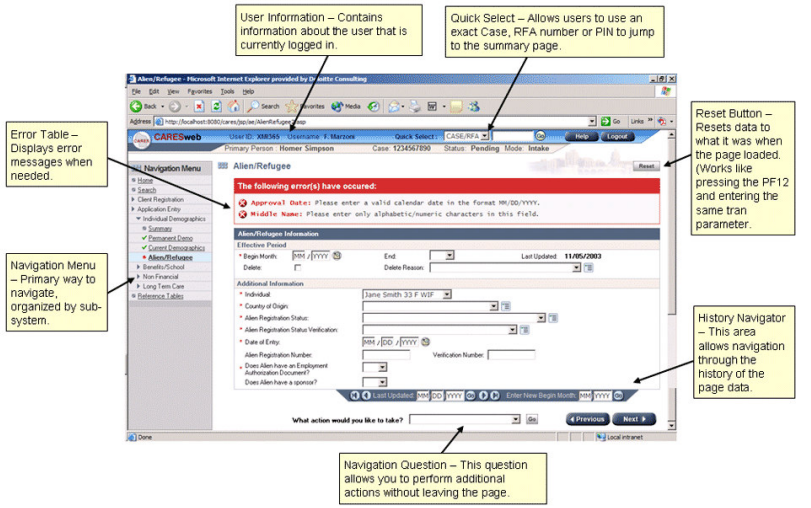
- More streamlined processing – when creating a new RFA, a search to determine if the Primary Person already exists in CARES will be completed automatically to avoid requiring CR users to complete an AQIN-like search before entering an RFA.
- Less data collection
- Shifting clearance and other functionality to AE

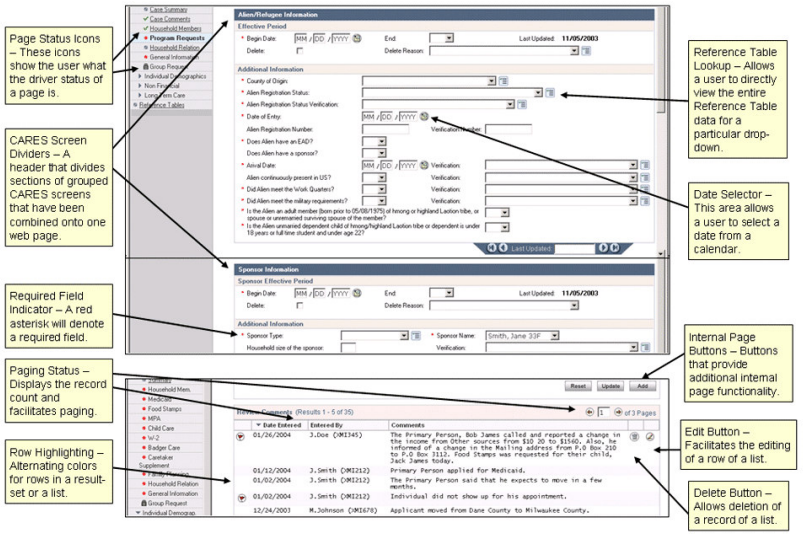
Below is a picture that outlines how Client Registration will work. To View the actual CARES Worker Web page for any step, just click on that box to open an image of the page in a new browser window.



Application Details - Web Page Layout and Screen Design

CARES Worker Web will include a brand new user interface. This interface will include many components to help users work and navigate the application efficiently and effectively. Below are a couple of diagrams that explain the new enhanced interface:





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Learn Cares Worker Web

Application Details - Navigation

There will be a menu system that has all of the available screens for easy visual navigation. The menu will facilitate a one click access to pages that are completed and/or contain data. Below is a screen shot of the menu system with an explanation of the features and benefits:

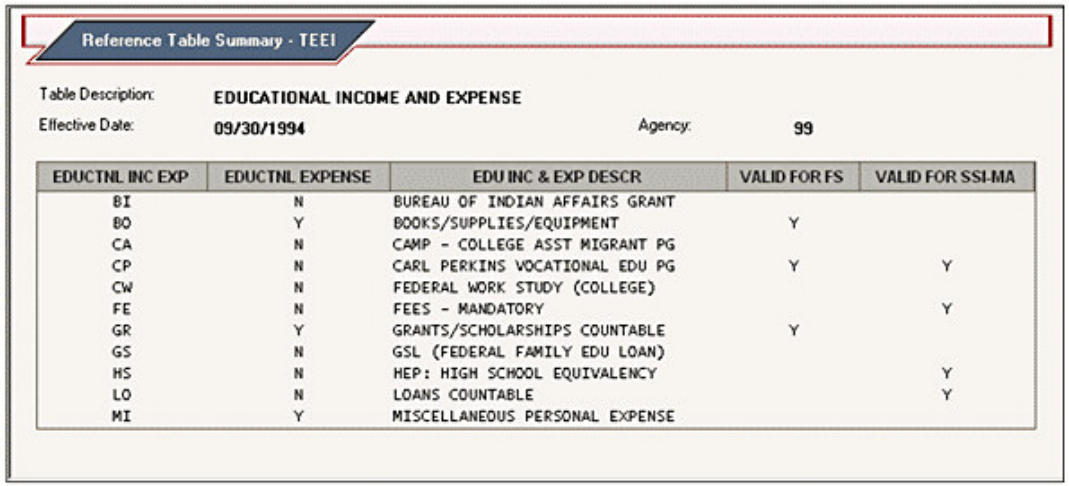
There is also a special section that facilitates navigation through history. The screenshot and description below provide access to history as well as a way to easily navigate it.

The following buttons will be used to move forward and backwards within the driver sequence:

Application Details - Reference Tables

On many screens, it will be important to easily be able to view reference table values to view additional information about what values are in drop-downs on the screen. In order to make it easier to lookup these values there is a special icon and popup that will help you view this information. Below is an example of the icon that initiates the Reference Table Popup:

Each field that has this icon will be capable of popping up an additional viewer that will display and allow the selecting of reference table values that will then be passed back to the page and field where the popup was called from. Below is an example of what the reference table viewer will look like:



Reference Table Summary - TEEI

Table Description: **EDUCATIONAL INCOME AND EXPENSE**

Effective Date: **09/30/1994** Agency: **99**

EDUCTNL INC EXP	EDUCTNL EXPENSE	EDU INC & EXP DESCR	VALID FOR FS	VALID FOR SSI-MA
BI	N	BUREAU OF INDIAN AFFAIRS GRANT		
BO	Y	BOOKS/SUPPLIES/EQUIPMENT	Y	
CA	N	CAMP - COLLEGE ASST MIGRANT PG		
CP	N	CARL PERKINS VOCATIONAL EDU PG	Y	Y
CW	N	FEDERAL WORK STUDY (COLLEGE)		
FE	N	FEES - MANDATORY		Y
GR	Y	GRANTS/SCHOLARSHIPS COUNTABLE	Y	
GS	N	GSL (FEDERAL FAMILY EDU LOAN)		
HS	N	HEP: HIGH SCHOOL EQUIVALENCY		Y
LO	N	LOANS COUNTABLE		Y
MI	Y	MISCELLANEOUS PERSONAL EXPENSE		

Learn Cares Worker Web

Application Details - Help

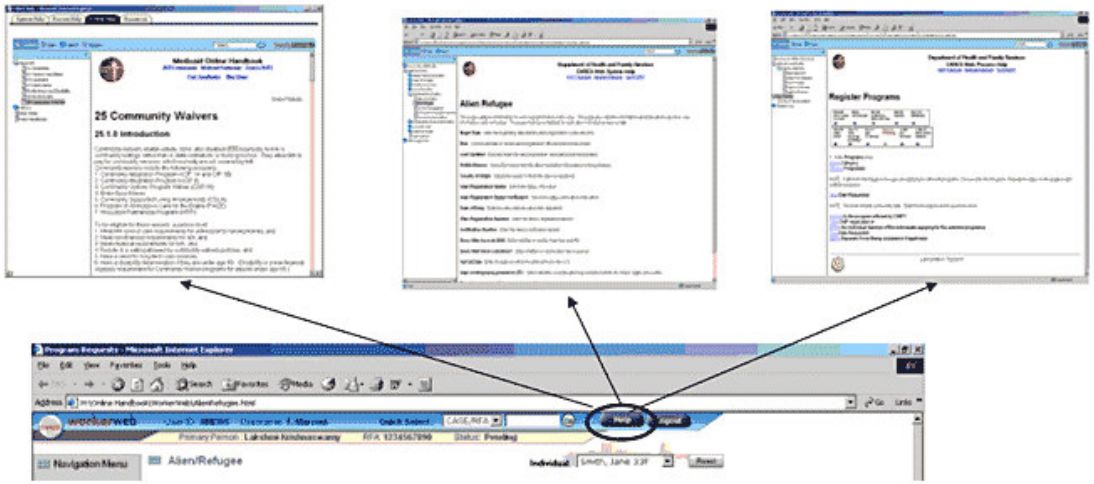
CARES Help will provide single click access to policy, process and system help. The Help button at the top of each Web page will allow you to access the help module, which is divided into the following three components:

System Help - When clicking the help button, you will be taken to the CARES Worker Web (System) help that is specific to the page you are currently working on. For example, if you are entering Alien/Refugee Information and click the help button, the help utility will display alien/refugee related help information (similar to the current functionality of PF1). System help includes definitions for each field and general CWW information.

Policy Help - A second tab in the help component will provide direct access to the policy information in the online handbooks. These handbooks are currently being improved to make them easier to use and understand.

Process Help - Process help will outline the processes (both system related and non) for completing common activities, such as adding a adding new individuals to a case, reporting changes, etc.

Below is an example of how the help pages will be poped up and how they will look:



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Learn Cares Worker Web

Application Details - Introduction to Feedback

The next several pages are intended to collect feedback from you on the design of CWW. Each page will discribe the web page at the top, then provide a scrollable image of the page in the middle and ask you some questions about the page on the bottom. This feedback will include both specific questions and the ability to provide free form comments. All entered information will be submitted and saved when you click the next button.

Your time is really appreciated!

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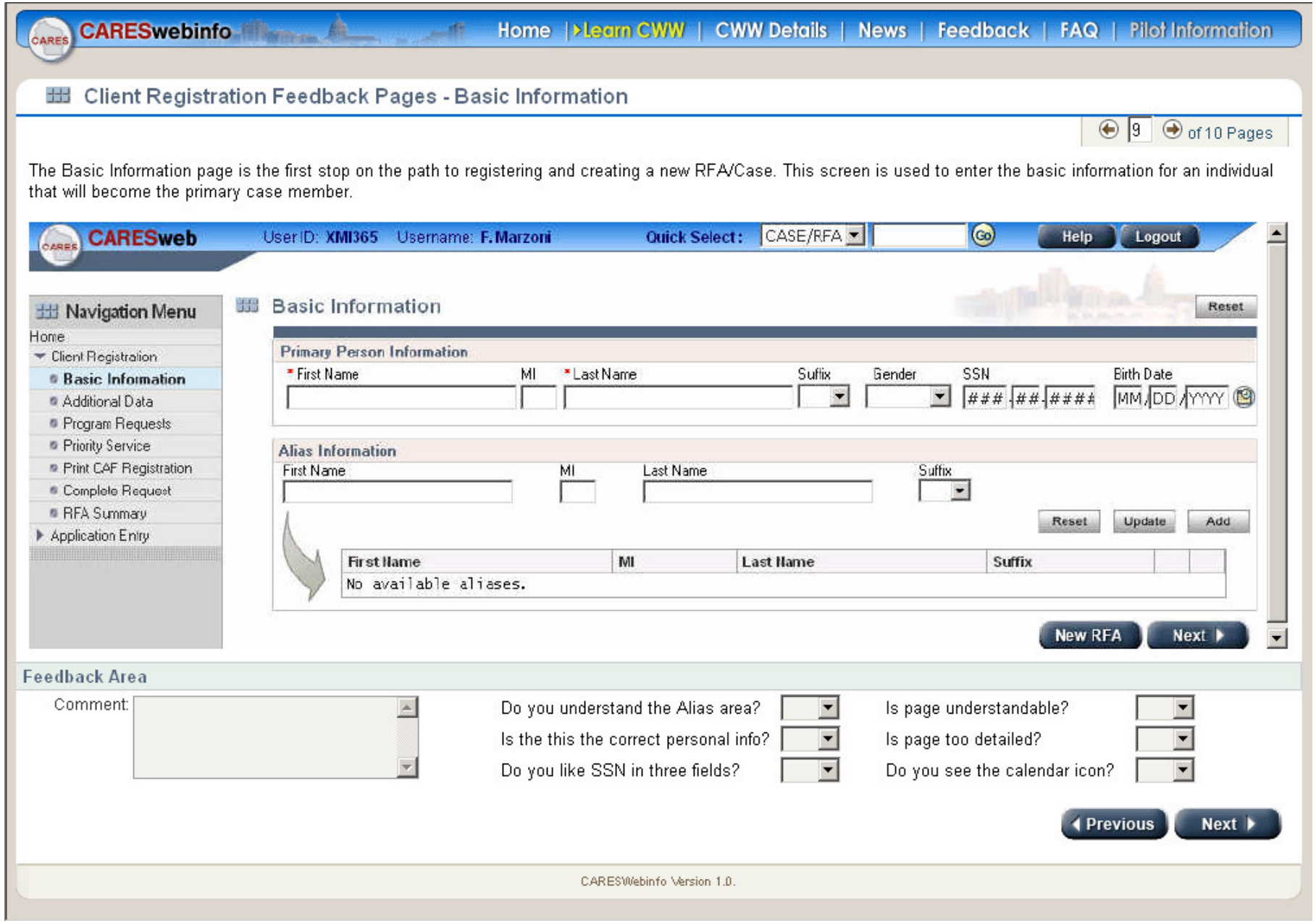
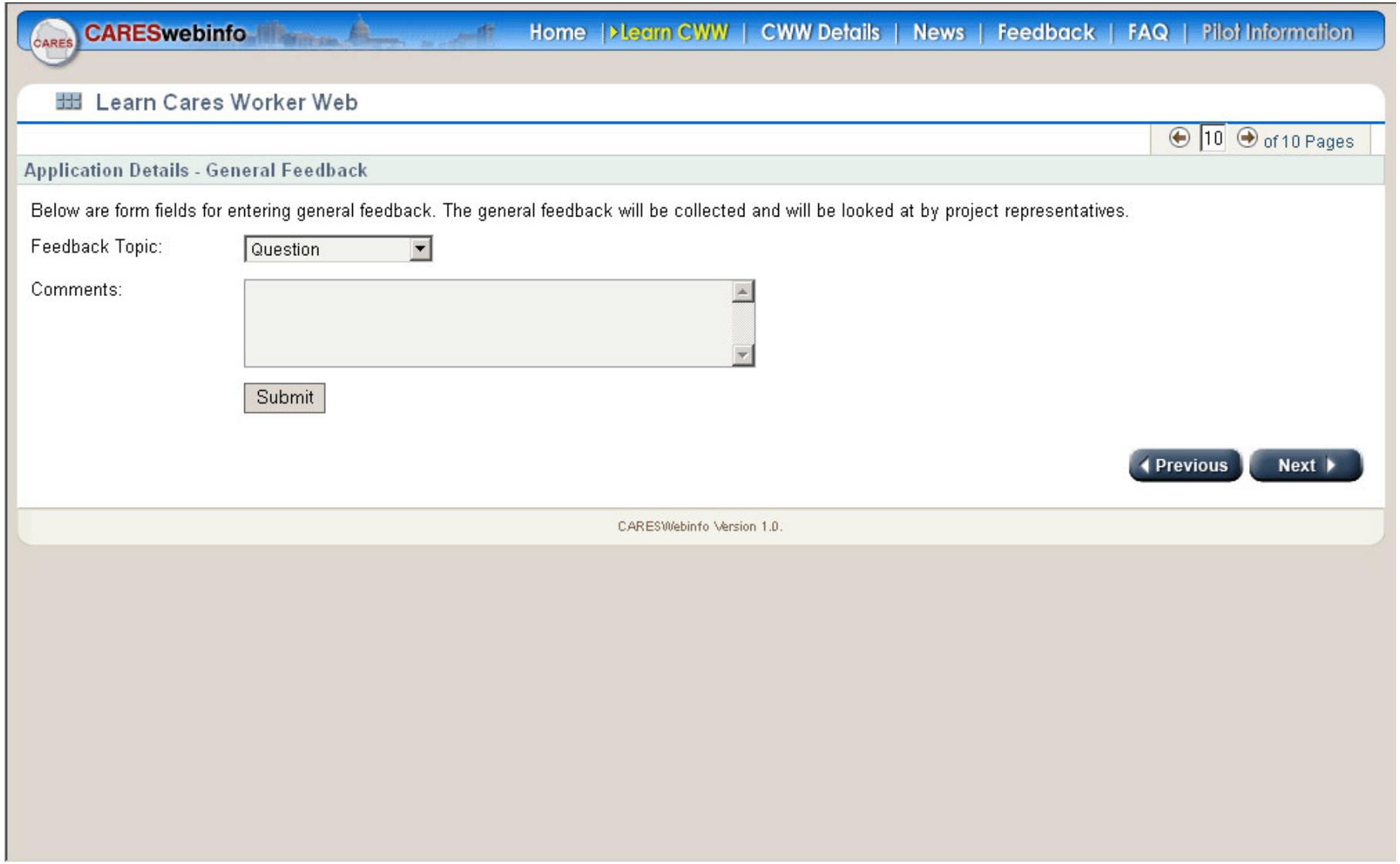

CARESwebinfo
Home | Learn CWW | CWW Details | News | Feedback | FAQ | Pilot Information
Client Registration Feedback Pages - Basic Information
9 of 10 Pages
The Basic Information page is the first stop on the path to registering and creating a new RFA/Case. This screen is used to enter the basic information for an individual that will become the primary case member.
CARESweb
User ID: XMI365 Username: F. Marzoni
Quick Select: CASE/RFA
Help
Logout
Navigation Menu
Home
Client Registration
Basic Information
Additional Data
Program Requests
Priority Service
Print CAF Registration
Complete Request
RFA Summary
Application Entry
Basic Information
Reset
Primary Person Information
* First Name
MI
* Last Name
Suffix
Gender
SSN
Birth Date
MM / DD / YYYY
Alias Information
First Name
MI
Last Name
Suffix
Reset
Update
Add
First Name
MI
Last Name
Suffix
No available aliases.
New RFA
Next
Feedback Area
Comment:
Do you understand the Alias area?
Is page understandable?
Is the this the correct personal info?
Is page too detailed?
Do you like SSN in three fields?
Do you see the calendar icon?
Previous
Next
CARESWebinfo Version 1.0.


CARESwebinfo
Home | Learn CWW | CWW Details | News | Feedback | FAQ | Pilot Information
Learn Cares Worker Web
10 of 10 Pages
Application Details - General Feedback
Below are form fields for entering general feedback. The general feedback will be collected and will be looked at by project representatives.
Feedback Topic:
Question
Comments:
Submit
Previous
Next
CARESWebinfo Version 1.0.

Learn Cares Worker Web

Application Details - Thank you for Your Feedback

Thank you for taking the time to visit the Information Site as well as any feedback that you may have submitted. Please feel free to take time to visit any of the additional pages in the CWW Details section.

Once again, thank you for your time!

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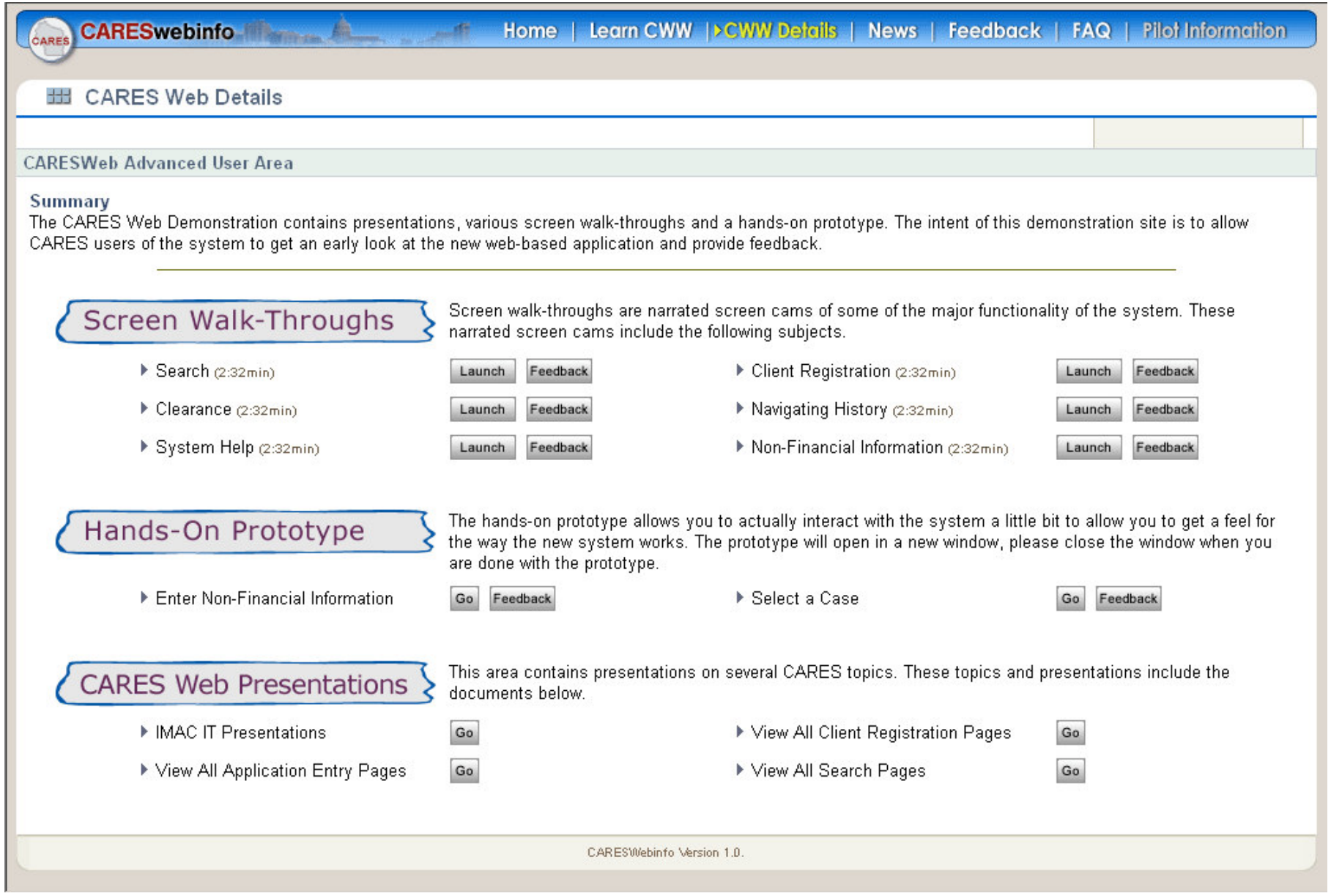
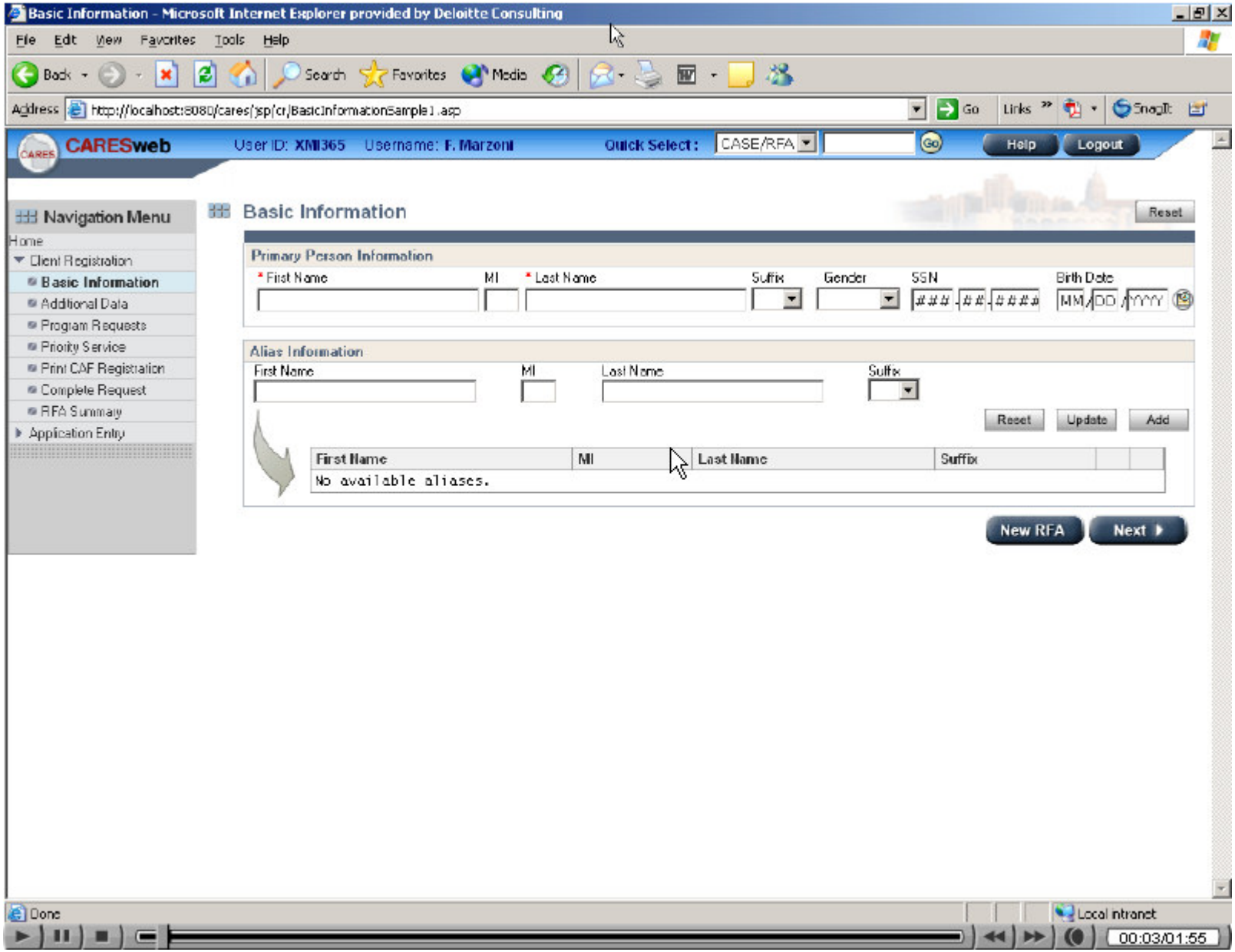
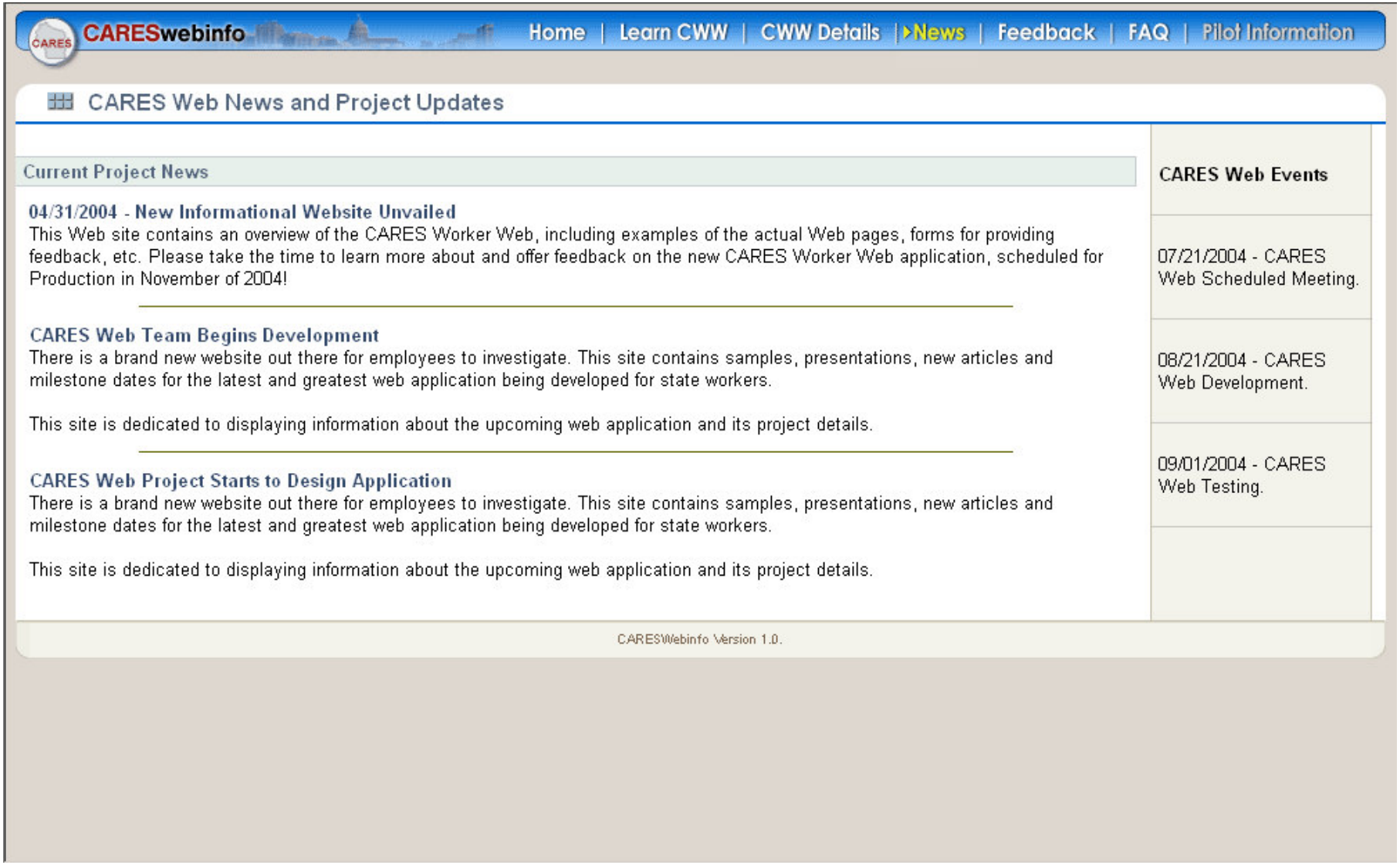

CARESwebinfo
Home | Learn CWW | CWW Details | News | Feedback | FAQ | Pilot Information
CARES Web Details
CARESWeb Advanced User Area
Summary
The CARES Web Demonstration contains presentations, various screen walk-throughs and a hands-on prototype. The intent of this demonstration site is to allow CARES users of the system to get an early look at the new web-based application and provide feedback.
Screen Walk-Throughs
Screen walk-throughs are narrated screen cams of some of the major functionality of the system. These narrated screen cams include the following subjects.
Search (2:32min) Launch Feedback
Client Registration (2:32min) Launch Feedback
Clearance (2:32min) Launch Feedback
Navigating History (2:32min) Launch Feedback
System Help (2:32min) Launch Feedback
Non-Financial Information (2:32min) Launch Feedback
Hands-On Prototype
The hands-on prototype allows you to actually interact with the system a little bit to allow you to get a feel for the way the new system works. The prototype will open in a new window, please close the window when you are done with the prototype.
Enter Non-Financial Information Go Feedback
Select a Case Go Feedback
CARES Web Presentations
This area contains presentations on several CARES topics. These topics and presentations include the documents below.
IMAC IT Presentations Go
View All Client Registration Pages Go
View All Application Entry Pages Go
View All Search Pages Go
CARESWebinfo Version 1.0.


Basic Information - Microsoft Internet Explorer provided by Deloitte Consulting
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://localhost:8080/cares/jsp/cr/BasicInformationSample1.asp
Go Links SnagIt
CARESweb
User ID: XMI365 Username: F. Marzoni
Quick Select: CASE/RFA Go Help Logout
Navigation Menu
Home
Client Registration
Basic Information
Additional Data
Program Requests
Priority Service
Print CAF Registration
Complete Request
RFA Summary
Application Entry
Basic Information
Reset
Primary Person Information
* First Name
MI
* Last Name
Suffix
Gender
SSN
###-##-####
Birth Date
MM/DD/YYYY
Alias Information
First Name
MI
Last Name
Suffix
Reset
Update
Add
First Name
MI
Last Name
Suffix
No available aliases.
New RFA
Next
Done
Local intranet
00:03/01:55


CARESwebinfo
Home | Learn CWW | CWW Details | News | Feedback | FAQ | Pilot Information
CARES Web News and Project Updates
Current Project News
04/31/2004 - New Informational Website Unvailed
This Web site contains an overview of the CARES Worker Web, including examples of the actual Web pages, forms for providing feedback, etc. Please take the time to learn more about and offer feedback on the new CARES Worker Web application, scheduled for Production in November of 2004!
CARES Web Team Begins Development
There is a brand new website out there for employees to investigate. This site contains samples, presentations, new articles and milestone dates for the latest and greatest web application being developed for state workers.
This site is dedicated to displaying information about the upcoming web application and its project details.
CARES Web Project Starts to Design Application
There is a brand new website out there for employees to investigate. This site contains samples, presentations, new articles and milestone dates for the latest and greatest web application being developed for state workers.
This site is dedicated to displaying information about the upcoming web application and its project details.
CARES Web Events
07/21/2004 - CARES Web Scheduled Meeting.
08/21/2004 - CARES Web Development.
09/01/2004 - CARES Web Testing.
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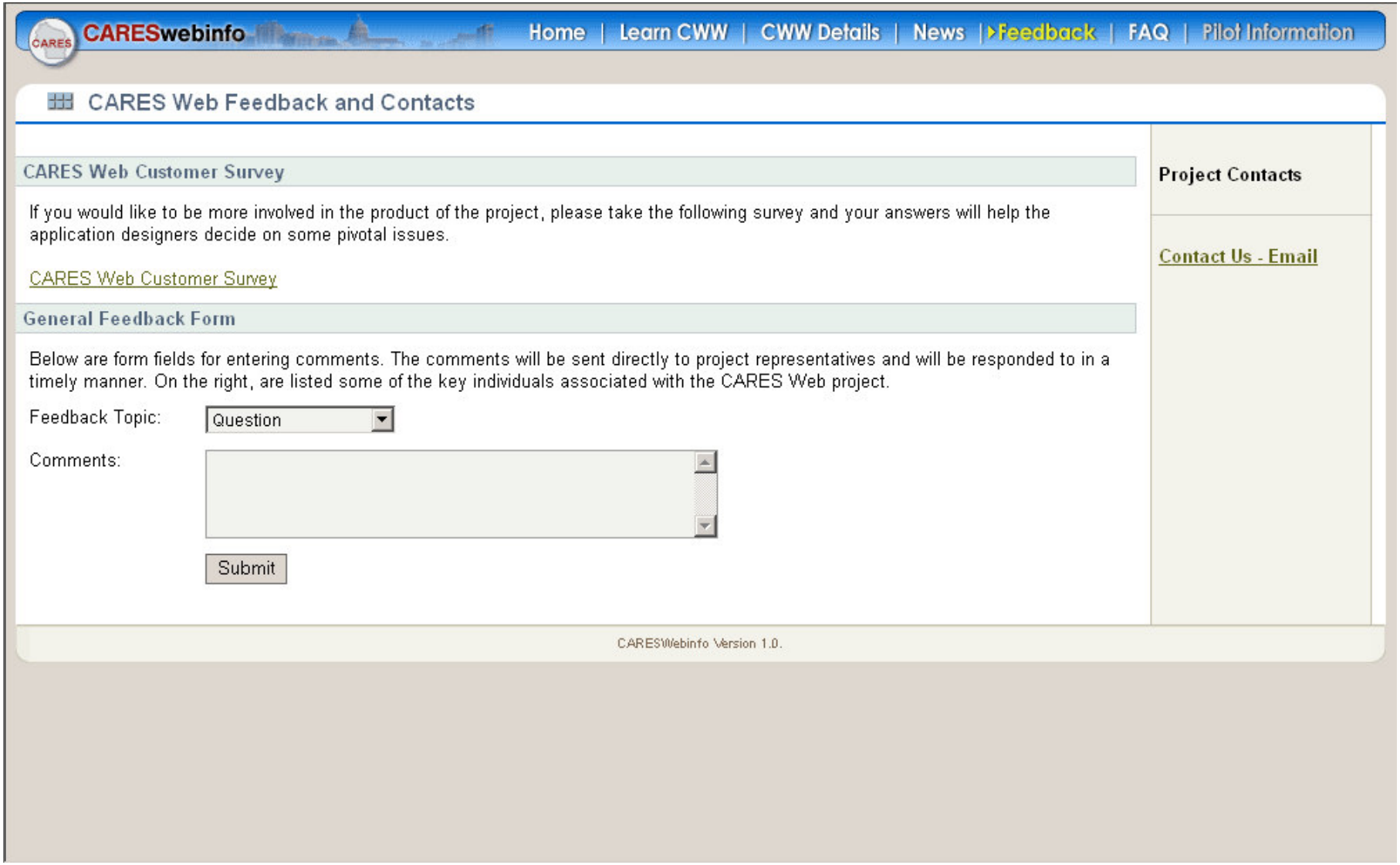
CARESwebinfo
Home | Learn CWW | CWW Details | News | Feedback | FAQ | Pilot Information
CARES Web Feedback and Contacts
CARES Web Customer Survey
If you would like to be more involved in the product of the project, please take the following survey and your answers will help the application designers decide on some pivotal issues.
CARES Web Customer Survey
General Feedback Form
Below are form fields for entering comments. The comments will be sent directly to project representatives and will be responded to in a timely manner. On the right, are listed some of the key individuals associated with the CARES Web project.
Feedback Topic:
Question
Comments:
Submit
Project Contacts
Contact Us - Email
CARESWebinfo Version 1.0.

CARES Web Frequently Asked Questions

Frequently Asked Questions

Below are the frequently asked questions. These questions were answered by the project representatives.

Q: Why is the website being developed?

A: This website was created to assist users of the current mainframe application in doing their job more efficiently and effectively. The site will be a large step ahead and will get CARES in line with the future technologies on the market and will ensure the State of Wisconsin in keep up with the other states.

Q: What is the purpose of this website?

A: This website was built to help get the word out about the CARES Worker Web project. The project needed a place to collect feedback from it's users about the screens that were being developed.